

Martin O'Malley,  
Governor

Anthony Brown  
Lt. Governor

Brenda Donald  
Secretary

**REQUEST FOR PROPOSALS (RFP)  
PRIVATIZATION OF CHILD SUPPORT SERVICES IN BALTIMORE CITY  
CSEA/PR/11-001-S**

**AMENDMENT #3  
JUNE 16, 2010**

Prospective Offerors:

This amendment is being issued to amend certain information in the above named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The changes are listed below; new language has been double underlined and marked in **bold** (i.e., **word**), and language that has been deleted has been marked with a strikethrough (i.e. ~~word~~).

**1. Revise Cover Sheet**

~~ADPICS NUMBER N00R0401182~~ DHR AGENCY CONTROL NUMBER:  
CSEA/PR/11-001-S

**2. Revise Section 1.1 Summary Statement**

The Department of Human Resources/Child Support Enforcement Administration (CSEA) intends to acquire contractual services for the purpose of managing and operating the Baltimore City Office of Child Support Enforcement (BCOCSE). These services include locating parents, establishing paternity and support orders, enforcing support orders, and case reviews for possible modification of support orders. The Contract will be awarded for three (3) years plus a ~~45-day~~ **90 day** transition period beginning on or about ~~August 16, 2010~~ **December 1, 2010** with two (2) one-year option periods. It is anticipated that a single contract award will be awarded as a result of this solicitation.

**3. Revise Section 2.10 State Supplied Services (Also See Sections 3.5 and 3.7)**

CSEA will manage and operate the Court, Investigations, and Undisbursed Collections Units for the BCOCSE. The State will also provide the necessary ~~software~~, access and security privileges to connect to appropriate applications and system resources. The



State will supply the furniture and equipment identified in **Exhibit 6**, State Furnished Furniture/Equipment Inventory.

#### **4. Revise Section 2.12 Contract Term**

The Contract resulting from this solicitation shall be for a period of approximately three (3) years plus a ~~45-day~~ **90 day** transition period, with two one-year option periods. The base term of the Contract shall begin on or about ~~August 16, 2010~~ **December 1, 2010** or the date approved by Board of Public Works, and end ~~September 30, 2013, February 28, 2014~~ regardless of the start date. The Contract will include two, one-year renewal options that may be exercised at the sole discretion of the Department.

#### **5. Revise 3.2 D Automated Systems Access**

~~OTHS staff will assist with the set up of hardware for operations and perform software installation and upgrades on PC workstations and communications at no charge to the Contractor. Once OTHS has approved the installation of the equipment, controllers, workstations and printers, they may not be relocated or moved without the prior written approval and assistance from OTHS. In addition, any changes or modifications to the system hardware or software requires the written approval from OTHS.~~

**The Contractor is required to provide personal computers and peripherals, as needed, for staff to connect to the Department's systems. All equipment shall adhere to the Department's technology standards (Exhibits 2 and 3). The Department's OTHS staff shall review specifications and approve connection of Contractor equipment, controllers, workstations, and printers to the Department's network and systems period. Because OTHS is not administering, managing, repairing/replacing the Contractor's equipment and/or peripherals, re-location and/or replacement of equipment is not subject to OTHS review and/ or approval. The Contractor shall manage its own technology from connections (circuits, etc.) to hardware (servers, desktops, etc).**

~~Specifically, access to the following current systems and any future systems implemented by the State will be provided to the Contractor and the Contractor must be linked to and provide security as provided for in the Department's automated system security requirements in <http://doit.maryland.gov/policies/Pages/PoliciesGuidance.aspx>~~

**The Contractor is required to provide network connectivity for its staff as well as any DHR staff co-located with the Contractor in its facility. The Contractor is required to work with DHR to establish connectivity between its facility and the Department's systems.**

#### **6. Revise Section 3.4.4 Customer Services**

The Call Center shall, at a minimum:

- 1) **Contain and IVR and provide** ~~Provide~~ a telephone system that is capable of

capturing performance data, including the total number of calls received, average wait times, lost call rate and total calls answered.

**7. Revise Section 3.4.5 Communication and Interface with Other Agencies and State Project Manager**

The Contractor's Project Manager shall meet with CSEA monthly and the CRAs quarterly, or as directed by the State, to integrate and coordinate associated services. ~~The first meeting shall take place in December 2010, and quarterly thereafter.~~

**8. Revise Section 3.5 Equipment and Furniture**

**A. Computer Equipment and Software**

- The Contractor is responsible for procuring, installing, maintaining and upgrading as applicable and appropriate the necessary networking capabilities to support collocated staff and context to the Department's systems. Further the Contractor's infrastructure shall fully support the Contractor's document imaging system and facilitate the sharing of electronic images within the Contractor's facility and with other BCOCSE locations to facilitate the services required by this RFP.
- The Contractor is responsible for technical refresh to remain current on all hardware and software purchased to support the scope of work. Technical refresh shall occur as dictated by need (equipment failure, upgrades necessary to support new software and/or functionality, etc.)
- All Contractor purchased office automation equipment shall be compatible with State automated systems as required in (<http://doit.maryland.gov/policies/Pages/PoliciesGuidance.aspx>). The Contractor shall assure that the operating system and software are compatible with the Department's standards, Exhibits 2 and 3, as well as assure adequate licensing for expansion over time. The Contractor shall purchase, install, and test the computer equipment and software to ensure assure it is in accordance with the PC configuration standards in **Exhibit 2**, PC Configuration Standards and the security requirements in Exhibit 3 within ~~thirty (30)~~ **sixty (60)** days of notice of Contract award. The State Project Manager will coordinate the installation of required State software applications. ~~and the assistance of OTHS for equipment installation, if needed.~~ Title to all such equipment and software shall immediately vest in the State as provided for in **Attachment D**, Services Contract and **Attachment A**, Pricing Proposal and be covered under the State's equipment maintenance agreement after the initial warranty period.

- Have a telephone system, and related lines and cable/wire, in place, and operational within ~~thirty (30)~~ **sixty (60)** days of the notice to proceed, that is capable of handling the customer service functions described in Section 3.4.4 A herein.
- ~~Install a document imaging system approved by OTHS within thirty (30) days of the Contract start date.~~ **The successful Offeror shall provide a document imaging system to scan paper and create electronic images, catalogue images to correlate to case records, and store images for case management purposes and information sharing across the State. The Offeror is required to propose a replacement document imaging solution and install this document imaging system within sixty (60) days of the Contract start date.**

**9. Revise Section 3.10 Deliverables**

<b>Item</b>	<b>Due Date</b>
**Bond for Loss Due to Employee Dishonesty – Section 2.36	Ten (10) working days after notification of recommendation for Contract Award.
Completed Logon-ID Request Forms	<del>September 15, 2010</del> <b><u>February 1, 2011.</u></b>
*Standard Operating Procedures – Section 3.4.7	Thirty (30) calendar days after notice of Contract award.
Purchase and Installation of Furniture and Equipment – Section 3.5 B	Thirty (30) calendar days after notice of Contract award.
*Quarterly internal audit reports to include any corrective action plans to correct deficiencies to CSEA, Section 3.6A.	Due within sixty (60) days after the end of the report quarter.
*Initial internal audit, Section 3.6 A	Due five (5) months after the start date of Contract.
*Methodology for conducting Internal Audits	No more than ninety (90) calendar days after the contract start date.
*Response to Monitoring and Audits – Section 3.6	Within thirty (30) calendar days of the request, depending on the nature of the request.

*Format for Monthly Customer Service Report – Section 3.4.4 F	Forty-Five (45) calendar days after notice of Contract award.
*Monthly Customer Service Report – Section 3.4.4 F	Due the 10 <sup>th</sup> day after the end of the report month.
*Prime Contractor Unpaid MBE Invoice Report – Section 2.30	Fifteen (15) calendar days after the end of the report month in which payments were due.
*MBE Subcontractor Payment Report – Section 2.30	Fifteen (15) calendar days after the end of the report month in which payments were received.
*Corrective Action Plan – Various	Within thirty (30) calendar days from the date of the request from CSEA or as specified by CSEA.
*Transition Out Plan – Section 3.11 B	At one year (365 calendar days) before the end of the Contract's base period. If the Department exercises one or more of the option periods, the <i>Transition Out Plan</i> will be updated annually at the beginning of each year during all option periods. The Plan shall be updated within sixty (60) days of the start of each year during the option periods.
*Key Staff Resignation/Termination Notification and Recruitment Plan – Section 3.12	Five (5) business days after receipt of key staff person's resignation letter.
Meet or exceed annual Minimum Service Levels – Section 3.8	At the end of each Federal Fiscal Year.
Enter into leases for the space required – to include security aspects to ensure a safe work environment Section 3.4.8	Within thirty (30) days of Contract start date.
Complete telephone and data line installation. – Section 3.5	Thirty <del>thirty</del> <b>Sixty (60)</b> calendar days <del>(30)</del> after notice of Contract award.
*Purchase and Installation of	Within <del>thirty (30)</del> <b>sixty (60)</b> calendar

Computer Equipment – Section 3.5 A	days of notice of Contract award.
*Furniture and Equipment Inventory – Section 3.5	No later than sixty (60) calendar days of Contract start date.
*Complete Case Corrections to Quality Control Reviews – Section 3.6 B	Within thirty (30) calendar days of receipt of report.

**10. Revise Section 3.11A *Transition In***

CSEA expects that the transition from the current Contractor to the new BCOCSE team shall last approximately ~~forty-five (45)~~ **ninety (90)** days from the date of the notice to proceed.

**11. Revise Section 3.12 Key Personnel**

- Local Area Network (LAN) Administrators (Chief LAN Administrator and Assistant LAN Administrator) – The LAN Administrators are responsible for coordinating with CSEA and OTHS in providing technical support, resolving minor system operations issues and notifying the Help Desk to resolve major issues. ~~The LAN Administrators shall provide training and technical assistance to the Contractor's employees.~~

**12. Revise Section 4.1 Two Volume Submission**

An original, to be so identified and seven (7) copies of both the Technical and Financial Proposal must be received by the Procurement Officer by Monday, ~~June 7, 2010~~ **July 1, 2010** by 2:00 PM, in order to be considered.

**The envelope of each Proposal must be labeled as follows:**

- NAME OF OFFEROR
- SEALED PROPOSAL – Department of Human Resources Privatization of Child Support Services in Baltimore City
- AGENCY CONTROL NUMBER: CSEA/PR/11-001-S
- PROPOSAL DUE DATE & TIME: ~~June 7, 2010~~ **July 1, 2010**, 2:00 PM
- PROCUREMENT OFFICER: Michaeline D, Lehmuth
- ROOM #: 946

### 13. Revise Section 4.2 Volume I – Technical

#### D. Proposed Service

##### 4. Equipment and Software Plan

This section shall contain the Offeror's description of all equipment, to include PC workstations and printers for access to the Department's statewide automated system, and any technology enhancements it will make available to facilitate the quality and efficiency of services described in Section 3.5. The description shall include how the Offeror plans to comply with the requirements under Sections 3.4 for interface with the Department's Office of Technology for Human Services (OTHS).

**In this section, the Offeror shall set forth exactly how it intends to provide appropriate office space, equipment, connectivity, ongoing technical support for and/or replacement of equipment as necessary to achieve the objectives outlined in this RFP. It is up to the Offeror to propose the appropriate mix of staff to support both the BCOCSE objectives as well as monitor, manage, and provide support to users (administrators, etc.) The Contractor shall independently and completely manage its facility which includes not only network and infrastructure, but user support and maintenance.**

Currently, the BCOCSE utilizes an imaging solution to manage the documents for all child support cases for the entire city. The solution utilizes some proprietary technologies, combined with OnBase. The database size supporting documenting imaging solution in BCOCSE is about 7.4GB. The Offeror shall respond to this RFP with clear approaches to providing a scanning solution and/or utilizing the existing technology to assure continuity of operations within BCOCSE.

**The Offeror shall set forth exactly how it intends to replace the existing system. The Offeror shall detail the specific technology and the business process it intends to utilize to provide similar service to BCOCSE as what it receives from the current vendor. Further, the Offeror shall propose a mechanism to transfer and transition all electronic images managed, stored and maintained by the current vendor to a secured facility, location, etc. and assume management of that data.**

**The Offeror shall provide a technical transition strategy that shall include all technical specifications of the document imaging solution, the proposed staff (if any) associated with the Offer or's business process, and how the Offeror intends to maintain software currency, perform analysis and subsequent improvements to the system to assure greatest operational efficiency, and what specific hardware is required for the business process and the technical solution to function as proposed. The Offeror shall outline an estimated timeframe for accomplishing a smooth transition between the current vendor's system and the**

Offer or's system as well as timeframes and staffing needs for testing, training, validation, and approval. In addition, the Offeror shall include the estimated timeframe and requirements for transferring and transitioning all electronic images from the current vendor to the Offeror.

**6. Transition Responsibilities**

The Offeror shall clearly outline the approach to *Transition In* activities. The approach shall describe the Offeror's strategy to successfully accomplish a seamless transition between the incumbent Contractor's team and its team by ~~October 1, 2010.~~ **March 1, 2011.**

**14. Revise Attachment A – Pricing Proposal Instructions**

**2. D. Contract Years Price**

- **Total Price (Column C)** – Multiply Column A times Column B for each Year (Rows 2 – 4 and Rows 7 - 8)
- **Total Three (3) Years 45 Day Contract Period, Row 6** – Enter the Sum of Column C (Rows 1 – 5)
- **Total Option Period, Row 9** – Enter the Sum of Column C (Rows 7 - 8)
- **Total Five (5) Years 45 90 Days, Row 10** – Add the Total price for Total Three Year 45 90 Day Contract Period, Row 6 and Total Option Period, Row 9. **(This figure will be used for evaluation purposes).**

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ATTACHMENT A – PRICING PROPOSAL

**Transition In: One-Time-Only Purchases**

		A		B	C (Col. A x Col. B)	D	E	F (Sum of Cols. C, D & E)
	<b>Purchases</b> (One Time Only) <del>8/16/10 – 9/30/10</del> <u>12/01/10 – 2/28/11</u>	<b>Number of Items</b>	<b>Unit Price</b> (Not to Exceed)	<b>Actual Unit Price</b>	<b><u>Price Purchases</u></b>	<b><u>Price Delivery</u></b>	<b><u>Price Labor</u></b>	<b><u>Total Price</u></b>
1.	Desk Top PC		\$1,200.00					
2.	Computer Monitors		\$ 200.00					
3.	Computer Printers		\$ 375.00					
4.	Workstations (Cubicles)		\$ 2,825.00					
5.	<b>Totals - Transition In</b> (Sum of Rows 1 – 4)							<b><u>^</u></b>  (This figure should be inserted on Page 4, in Row 1, Column C below)

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ATTACHMENT A – PRICING PROPOSAL

		Offeror's Total Price		
		A	B	C
Contract Year		Minimum Disbursed Collection	Collection Fee Percentage	(C) Total Price (Col. A x Col. B)
1.	<b>Transition-In</b> <del>45-90 Day Period; 8/16/10 – 9/30/10</del> <b><u>12/01/10 – 2/28/11</u></b> (One Time Only)			^  (Insert figure from Row 5, Column C – Total Price above)
2.	1 <sup>st</sup> Year <del>10/1/2010 – 9/30/2011</del> <b><u>03/01/11 – 2/29/12</u></b>	\$86,745,945.00		
3.	2 <sup>nd</sup> Year <del>10/1/2011 – 9/30/2012</del> <b><u>03/01/12 – 2/28/13</u></b>	\$87,517,984.00		
4.	3 <sup>rd</sup> Year <del>10/1/2012 – 9/30/2013</del> <b><u>03/01/13 – 2/28/14</u></b>	\$88,296,894.00		
5.	<b>Transition-Out (3rd Year)</b> <del>10/1/2012 – 9/30/2015</del> <b><u>03/01/13 – 2/28/14</u></b>			
6.	<b>Total Three (3) Years 45-90 Day Contract Period</b> (Sum of Column C Rows 1 – 5)	<b>\$ 262,560,823.00</b>		
7.	1 <sup>st</sup> Option Year <del>10/1/2013 – 9/30/2014</del> <b><u>03/01/14 – 2/28/15</u></b>	\$89,082,737.00		
8.	2 <sup>nd</sup> Option Year <del>10/1/2014 – 9/30/2015</del> <b><u>03/01/15 – 2/29/16</u></b>	\$89,875,573.00		
9.	<b>Total Option Period</b> (Sum of Column C Rows 7 – 8)	<b>\$178,958,310.00</b>		

10.	<b>*Total Five (5) Years <del>45-90</del> Days (Sum of Column C Rows 6 &amp; 9)</b>	<b>\$441,519,133.00</b>		*
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**\*This figure will be used for evaluation purposes**

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Federal Employer Identification Number: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Facsimile Number: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date \_\_\_\_\_

Typed Name: \_\_\_\_\_

Title: \_\_\_\_\_

**15. Attachment D - Standard Services Contract**

**Section 22. Termination for Convenience**

The performance of work under this Contract may be terminated by the State in accordance with this clause in whole, or, from time to time, in part, whenever the State Project Manager shall determine that such termination is in the best interest of the State. **The State will provide the Contractor with no less than sixty (60) days notice of the termination.**

**16. Revise Exhibit 1 - State Holidays and Scheduled Closing**

Exhibit 1 revised to include the following Scheduled Closing for calendar year 2010 and calendar year 2011:

<u>Schedule Closing</u>	<u>Friday, September 3, 2010</u>
<u>Schedule Closing</u>	<u>Wednesday, November 24, 2010</u>
<u>Schedule Closing</u>	<u>Thursday, December 23, 2010</u>
<u>Schedule Closing</u>	<u>Thursday, December 30, 2010</u>
<u>Schedule Closing</u>	<u>Friday, May 27, 2011</u>

Should you require clarification of the information provided in this amendment, please contact me via email at [mlehmoth@thr.state.md.us](mailto:mlehmoth@thr.state.md.us) or by telephone at (410) 767-7544.

Date Issued: June 16, 2010.

By:

*Michaeline D. Lehmuth*

Michaeline D. Lehmuth  
Procurement Officer

